



Total Conversation & 112 for all

REACH112

REsponding to All Citizens needing Help

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February 2011





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Agenda

- Introduction to 112 accessibility
- Issues for emergency services accessibility
- REACH112 – Total Conversation and Real-Time Text
- Benchmarking
- Conclusion



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Introduction to 112 accessibility

- Accessibility of 112 concerns **mainly deaf and hard of hearing** citizens
- Large disparities in Europe:
 - ✓ Availability of textphones
 - ✓ Availability of relay services (sign language, text)



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Issues for 112 accessibility

- **Speed** – is the access time to the PSAP and the duration of the conversation reasonable?
- **Reliability** – does the solution make sure that citizens can access 112 and call-takers can understand the info in all cases?
- **Mobility** – can (or could) citizens access 112 everywhere in their country and Europe and not only at local level?
- **Spreadability** – is the tool used or potentially used by a majority of concerned citizens?
- **Cost** – is the cost of the device (or the costs of its use) bearable and in line with the requirements for 112 (call free of charge)?



Total Conversation and Real-Time Text (REACH112)

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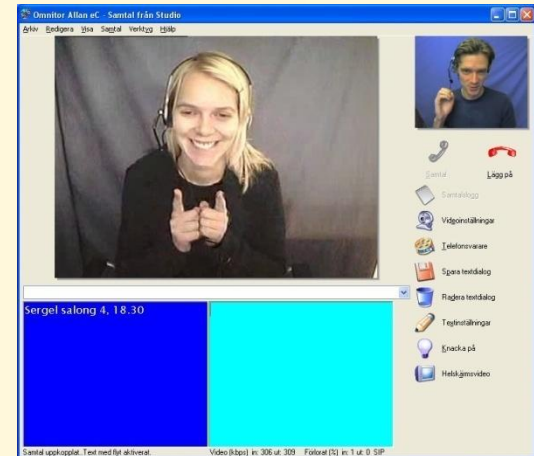
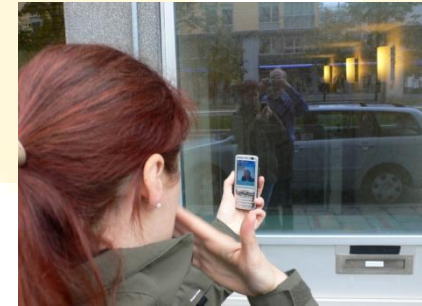
Total Conversation and Real-Time Text are internet based. It can be used on many devices (mobile phones, laptops, textphones, total conversation phones, etc). It can provide direct 112 access and/or invoke relay services (text, sign language).

Pros

- ✓ Extension to traditional telephony
- ✓ Developed by deaf community and not 112 emergency services
- ✓ Enables several means of communications (text, sign-language, lip reading...)
- ✓ Very conversational
- ✓ Fast, mobile and cheap service

Cons

- ✓ Automatic internet routing and location





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REACH112 Contract

Project Acronym:	REACH112
Project Reference:	CIP-ICT-PSP-238940
Contract Type:	CIP Pilot Action B
Start Date:	01/07/2009
Duration:	36 months
End Date:	30/06/2012
Project Cost:	8,800,000 €
Project Funding:	4,400,000 €
Project website:	www.reach112.eu

PROJECT CO-FUNDED BY THE EUROPEAN COMMISSION



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Emergency Team
Pilot X



Emergency team
Pilot Y

REACH112: a pilot for TC services



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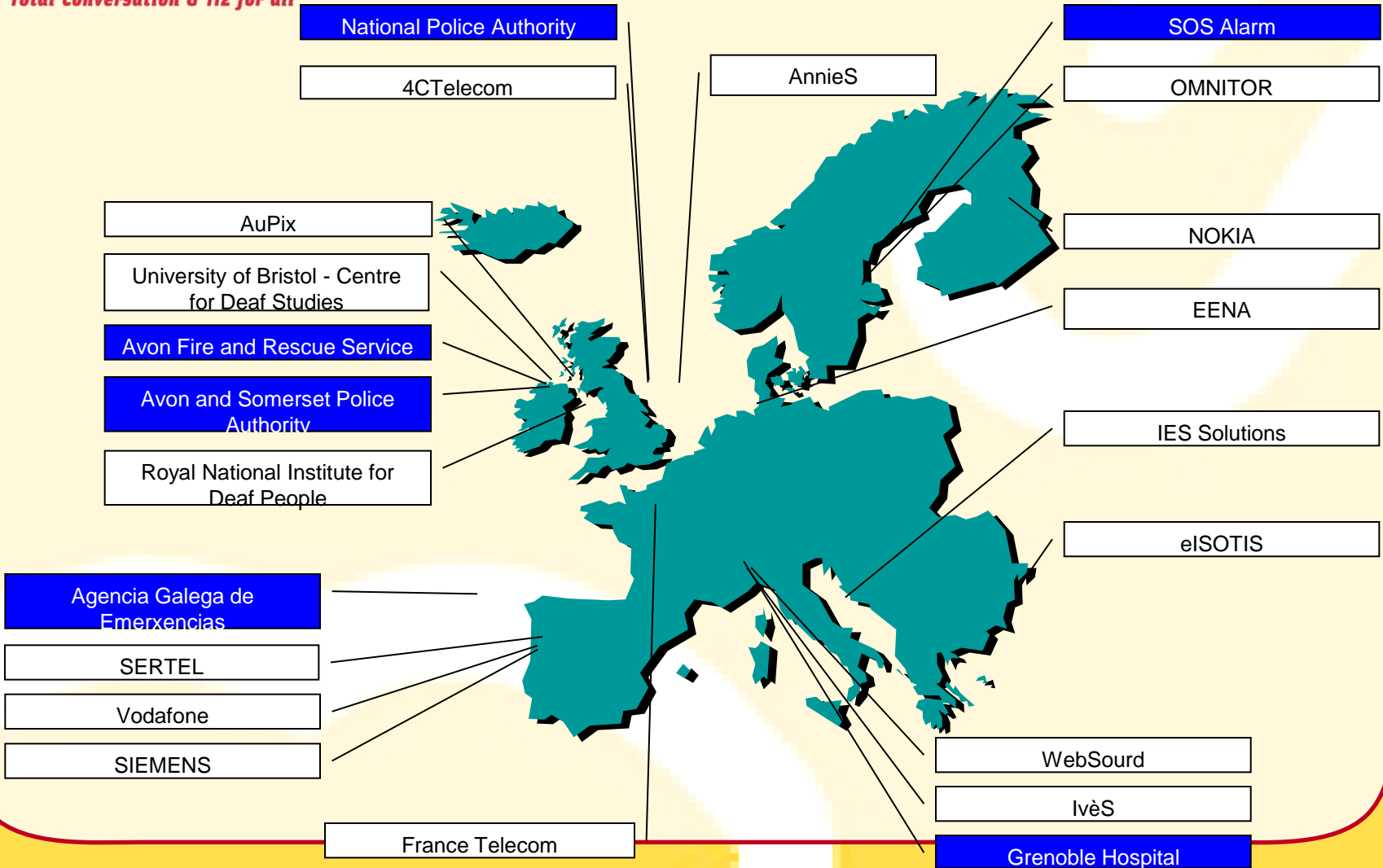
- 5 pilots across Europe
- Emergency Services and Relay services involved
- Management of Emergency Call coming from people with disabilities





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Project partners



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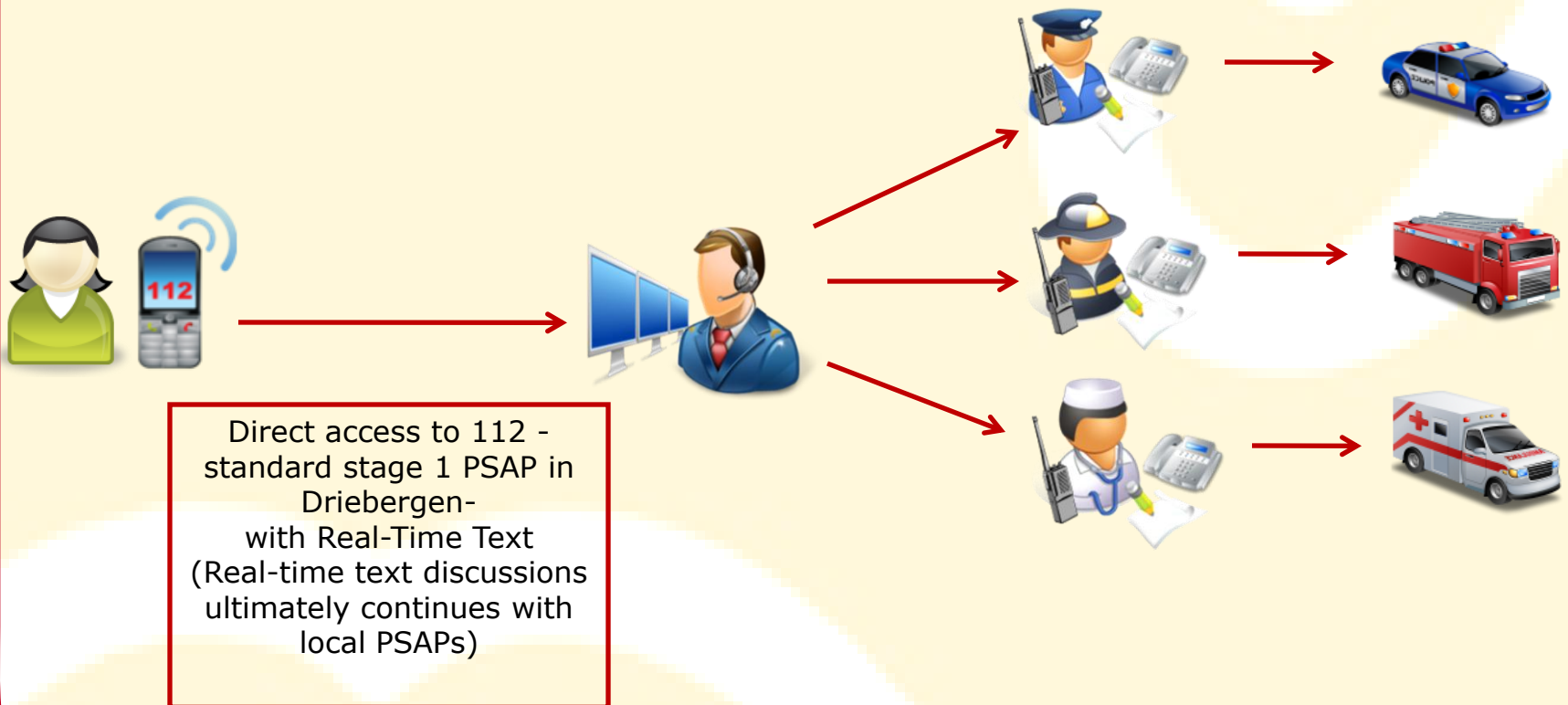
Pilots: France





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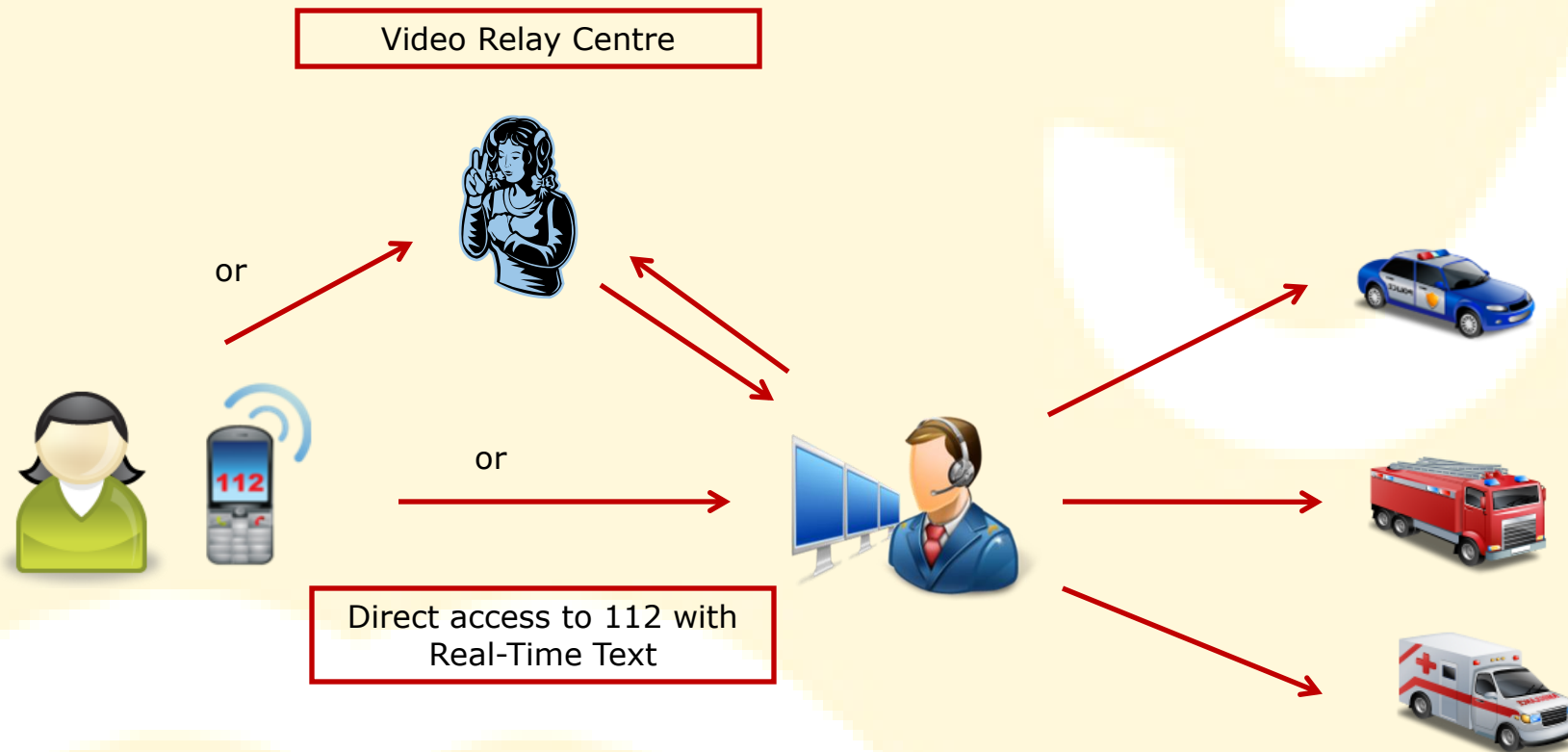
Pilots: the Netherlands





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Pilots: Galicia, Spain





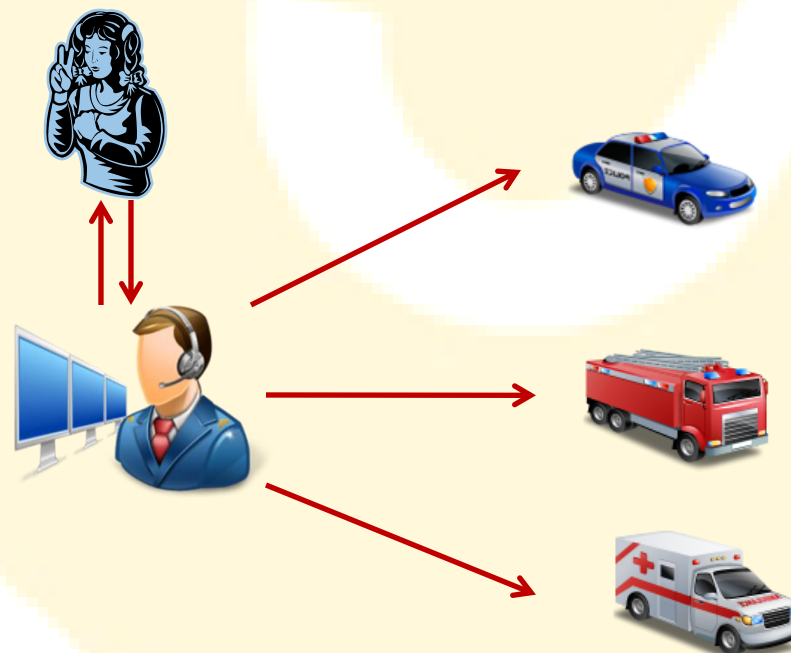
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Pilots: Sweden

Video Relay Centre
activated at the same time



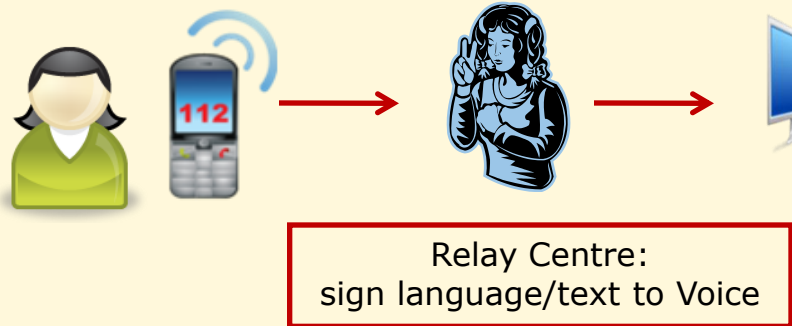
Direct access to 112 with
Total Conversation (voice,
real-time text and video)



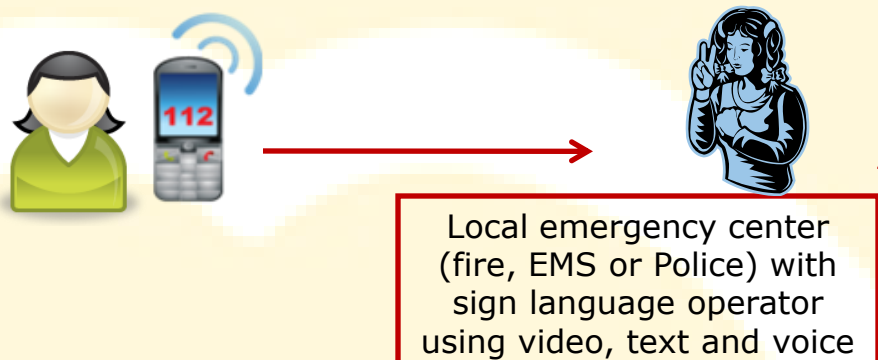


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National pilot



Local pilot



Pilots: UK





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Challenges for emergency services

- Adaptation of emergency services (and citizens) to **new media**: video and real-time text
- **Routing** the emergency call to the right PSAP
- Getting **caller-location information**



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THANK YOU!